

Appendix B

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Location	Date	Complaint	Resolution
West Point Treatment Plant (TP)			
West Point TP	7/15/05	General odor complaint sent to WTD Division Director via office of King County Council Chair. Complainant was walking on the beach and sensed pungent odor from plant in the evening.	The plant's operations log was checked but no unusual activities were recorded. WTD Division Director responded to the complainant via e-mail to Chair of the King County Council.
West Point TP	8/12/05	Complainant reported very strong odors from the beach area, forcing them to leave area.	Odors potentially from the digester area, where a grit truck had just finished loading. The grit had been recently stirred, resulting in strong odors. The area was hosed and the grit placed back in the storage channel and wetted down to minimize odors.
West Service Area Offsite			
City of Lake Forest Park, 182 nd and Perkins Way	2/16/05	Odors found emanating from a pinched/ruptured gas line caused by a contractor working for Puget Sound Energy.	The problem was identified and designated as a non-county complaint.
North Portal	2/28/05	General odor complaint filed by nearby resident.	Investigation did not reveal any odors near the North Portal area. Observed many people on the Burke-Gilman trail and no one seemed bothered by any odors. No further action taken.
3200 Commodore Way #103	4/01/05	General odor complaint filed by resident inside her condominium.	Odor was reported coming from the drains inside her unit, though she didn't know if the odors were sewer related. Since her description of the odor didn't seem like the typical sewage odor, no further action was taken. Designated as a non-county complaint.
North Portal	4/25/05	General odor complaint filed by same resident as 2/28/05 complaint.	Investigation at Matthew revealed that the chemical pump for the odor control unit was found airbound, thus not operating. The problem was corrected and the complainant was contacted with the investigative results.
Lakeline/Riviera Place	4/26/05	General odor complaint filed by nearby resident.	The operator checked the odor control unit at Matthews and it was operational. However, a supply fan was found on that should have been off, resulting in excess air being put into the wet well. This causes odors to be forced back up the lakeline. The problem was corrected and the complainant notified.
North Portal / Matthews Pump Station	5/09/05	General odor complaint filed by same resident as 2/28/05 complaint.	Investigation found that the pH and ORP readings on the odor control unit were out of the normal range, and foul air was sensed around the exhaust fan. Added chemical to the wet scrubber to correct the problem and notified the complainant.

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3637 Thorndyke Ave W.	6/24/05	General odor complaint filed by employee of nearby business.	Recent work in the area disturbed seals in manholes and lift slabs causing odor leak points in the collection system. Lift slabs and manholes have been resealed and the mobile odor control unit at the Interbay force main discharge was restarted to maintain negative pressure in the conveyance system.
North Portal	7/20/05	Complaint filed via letter to King County Council Member regarding frequent complaints (same residents as 2/28/05 complaint).	Recurring odor problems near residence not resolved to their satisfaction. Response letter sent out to King County Council member highlighting what King County has done to alleviate odors at the Matthews Pump Station, as well as construction updates, upgrades and other activities performed to enhance odor control.
Perkins Way / McAleer Odor Control Unit	8/22/05	General odor complaint filed by nearby resident. Complainant sensed "metallic" odors on Perkins Way.	The carbon in the scrubber was removed and replaced a few weeks later.
Dexter Regulator Station	8/25/05	Complaint filed via e-mail to WTD Community Relations. Tried to phone in complaint but the facility ID sign in front of building was out of date, with a disconnected phone number. For the past three weeks, complainant had noticed strong intermittent odors at the regulator station.	Investigative results found that maintenance had recently worked on a fan and it was not turned back on after repair. The fan was turned back on and a new sign for the front of the station ordered to reflect current contact information.
Carkeek Park Treatment Plant	9/01/05	Complaint received from Seattle Public Utilities via the Puget Sound Clean Air Agency about odors noticed by park visitors.	Representative from the Seattle Public Utilities concerned that modifications to the vent lines in the manhole lids as promised by King County in previous conversations had not been made. At the time of the complaint, 3 of the manhole lids were already modified and the fourth and final one was being worked on.
3030 West Commodore Way / Bifurcation Structure	9/20/05	General odor complaint filed by citizen.	Operator investigated manholes at complainant site. The majority of them were the responsibility of Seattle Public Utilities, who responded by sealing the manholes. However, odors were then found from the Bifurcation Structure. Pressure and hydrogen sulfide dataloggers in manholes that had high hydrogen sulfide levels will be installed to monitor system.
3637 Thorndyke Ave W.	10/05/05	General odor complaint filed by employee of nearby business (same business as 6/24/05 complaint). Recurring odor problem (6/24/05); complainant has sensed odors for a few weeks.	Operators found the fan for the mobile odor control unit at the Wheeler Street Discharge Structure was inoperative. Electricians were called out to repair the fan for the mobile unit and all manholes in front of the complainant's address were sealed.
3640 West Commodore Way	10/05/05	Original complaint filed last year in August, ongoing odor problem yet to be resolved.	Odors thought to be originating from storm drains in the area that somehow are tied into the King County system. Currently there is no resolution to the odor issue, as the storm drains do not belong to King County.
Matthews Beach Pump Station	11/12/05	General odor complaint filed by nearby resident (same resident as 2/28/05 complaint). Complainant sensed odor on the Burke-Gilman Trail.	Investigation revealed that the odor control unit at the station was not operating properly at the time of the complaint. The make-up water meter was clogged, thereby limiting the solution level into the sump and shutting down the recirculation pump when the liquid level was low enough. The meter was cleaned, sump refilled and the odor control system placed back into service.

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801 NW 50 th St	11/16/05	Complaint reported by personnel in the Seattle Public Utilities Drainage Drainage and Wastewater section.	Odors in area where the 8 th Avenue Interceptor connects to the Ballard Trunk, though there are no documented complaints from this area in King County's files. The complainant feels that the source of the odor is from a vent. An odor block was placed in the pipe as well as covering the top of the vent with plastic.
South Treatment Plant (TP)			
South TP	2/26/05	Complainant has sensed odors off and on for a year near the following South Plant locations: Interurban Avenue and Grady Way, next to the Fun Center, and his residence a mile north of the plant.	All odor control units were in operation, with the biofilter running. Complainant did not require a response and did not want to be contacted. No further action taken.
900 Oaksdale Avenue	3/08/05	Complainant thought odor was emanating from the South Treatment Plant.	Investigation showed that the odor sensed was from Groco-like product that was placed around the building. The strong ammonia odor from this product was entering the building through their HVAC system. Informed the Biosolids group about this complaint. Designated as a non-county complaint.
South TP (Renton Park and Ride)	7/26/05	General odor complaint filed by KC Transit driver while stationed at the Renton Park and Ride Lot. Bus driver noticed odor (rotten meat) each time she was at the Park and Ride Lot.	The area between the Park and Ride lot and South Plant was investigated; no odors were sensed. All odor control units at the plant were operational. A few days later a moderate "composted manure" odor was sensed along Grady Way. The odor was traced back to newly spread bark planted by the city of Renton. No further action was taken.
South TP	7/28/05	Odor complaint filed by individual who has registered complaints since 1994.	The complainant has never accepted an invitation to meet with KC staff, visit the plant or discuss the complaints. Response letter sent out by WTD Community Relations. No further action taken at this time.
South TP (Interurban Avenue and Grady Way)	8/01/05	General odor complaint filed by KC Transit driver while driving her route along Interurban Avenue and Grady Way (same driver of 7/26/05 complaint).	No odors sensed outside plant fenceline at the time of investigation. Drove to the intersection of Grady Way and Interurban and could not detect any odors. All odor control systems in the plant operational and no unusual plant activities recorded in the Operations Log. No further action taken.
7221 South 135 th St., Skyway	8/13/05	General odor complaint filed by resident.	Resident lives over a mile away from the South Plant. No sewage odors detected in area, but noticed strong odors from bark pile from neighbor's house. At the time of the complaint, the wind was blowing towards the south, making it highly unlikely that the source of the odor was from the plant. Designated as a non-county complaint.
South/East Service Area Offsite			
Wilburton Siphon Scrubber at Medina Discharge	3/25/05 & 3/28/05	Recurring odor complaint from car dealership employee parking area located just north of the odor control unit. Off and on odors from the scrubber sensed by employees.	Unit was checked 3 days before the complaint, with low H ₂ S coming out from the exhaust (12 ppb). On the day of the complaint, H ₂ S readings were 10 times greater (150 ppb). Informed complainant that the carbon in the scrubber will be changed out. Issue to be brought up at the Odor/Corrosion Task Force to determine long-range solutions.
Wilburton Siphon Scrubber at Medina Discharge	4/01/05	Odor complaint from Car Dealership employee parking area located just north of the odor control unit. (same business as 3/25/05 complaint).	Carbon in the odor control unit was changed out 4/8/05. Short-term fix is more frequent carbon changes and long-term fix is adding a polishing scrubber next to the existing scrubber.

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Heathfield Pump Station	4/25/05	General odor complaint filed by nearby resident.	The odor control unit was checked; no sulfide was detected from the exhaust. The carbon in the unit was changed out the previous month. Odors and high sulfide levels were detected from the storm water catch basins and manholes that were tied in with the detention basin located at the entrance to the station. Informed complainant that the contents of the basin will be pumped out.
Wilburton Siphon Scrubber at Medina Discharge	6/10/05	Odor complaint from Car Dealership employee parking area located just north of the odor control unit. (same business as 3/25/05 complaint). Slight odor sensed by Car Dealership employee. The odor was not as strong as those sensed in the past were but they wanted to inform King County before they got worse.	The scrubber was monitored two days before the complaint. The carbon was scheduled to be changed out in 2 weeks but with this odor complaint, it was changed out immediately.
116 th Ave & 256 th St. Manholes – Kent / Cascade line	6/17/05	General odor complaint from nearby residences relayed to King County via Puget Sound Clean Air Agency.	Investigation revealed that strong odors and positive pressure were blowing out of the two force main discharge manholes where flows from Soos Creek enters the King County sewer line. The manholes were temporarily sealed to mitigate the odors. The complaint will be addressed at the Odor/Corrosion Task Force meeting.
North Mercer Pump Station	6/20/05	General odor complaint filed by nearby resident.	Problems with the Pepcon odor control unit the week before the complaint was called in. Maintenance staff continuing to work on the unit.
North Mercer Pump Station	6/29/05	General odor complaint file by nearby resident	At the time of the complaint, the operators were running the emergency generator, which created a lot of smoke and diesel fumes. No sewer odors were sensed at the time of the complaint. The Pepcon odor control unit was operational.
Henderson / CSO Outlet Regulator Station	6/30/05	General odor complaints filed by nearby resident relayed to South Plant Operations via Project Manager of the station.	The first complaint was due to sewage in the tunnel (full capacity) for at least a week for operational testing and training. Not enough air could be evacuated due to one of the odor scrubbers at the inlet regulator being out of service for repair. The tunnel was drained to alleviate the odors. The second complaint occurred when contractors were performing work at the station and left all the hatches open. South Plant personnel were not informed of these complaints until weeks after they occurred. The engineer was given the South Plant Main Control phone number as the point of contact for all future odor complaints regarding this site.
North Mercer Pump Station	7/14/05	General odor complaint filed by nearby resident.	No odors were sensed upon investigation. Recent mechanical and equipment failures with the Pepcon odor control unit may have been the cause of the complaint. New parts will be installed to avoid malfunction of the Pepcon unit and the exhaust stack redirected to avoid airflow in the direction of the receptors.
Barton Street Pump Station	8/08/05	General odor complaint filed by Washington State Ferry ticket booth employee.	Upon investigation found the odor control unit fan off. The operator turned the odor control fan back on. There was no alarm on the unit that registered fan operational status back to South Plant Main Control so a work request was submitted to install one.

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2709 SE 16 th Street, Renton	8/09/05	General odor complaint by resident sensed the day before but reported odor the next day, when there were no longer odors.	There are no KC facilities or conveyance lines within complainant's vicinity. Provided contact numbers for the Soos Creek Sewer and Renton Public Works to complainant. Designated as a non-county complaint.
Wilburton Siphon Scrubber at Medina Discharge	9/07/05	Odor complaint from Car Dealership employee parking area located just north of the odor control unit. (same business as 3/25/05 complaint)	Problem with odors sensed at the Eastside Chrysler/Jeep dealership. High hydrogen sulfide from the Wilburton Siphon Inlet resulting in frequent carbon change-outs. The last carbon change-out for this unit was only one month ago. The inlet duct was also found in poor condition (crumbling in places). The odor control unit is undersized for the amount of sulfide entering. A new permanent unit is at least two years away.
Henderson Outlet Regulator Station	9/17/05	General odor complaint filed by nearby resident relayed to South Plant Operations via Project Manager of the station.	Recurring odors sensed in backyard of complainant's residence. Contractors still working in the station, sometimes leaving doors and hatches open. Further investigation found sewer gas odors coming from two roof vents. The Project Manager and contractors removed a ladder that prevented the hatch from closing all the way and passive carbon filters were installed in the roof vents.
South Mercer Pump Station	9/19/05	General odor complaint received from nearby resident.	Upon investigation, operator did not sense any odors at the station; the carbon tower was in service. The operator pumped and hosed down the wet well and switched the carbon tower that was in service to the one containing new media.
ESI Section 12 – Wilburton Relining Project	9/29/05	Complainant's office is right above location where the sewer is opened up each night for the ESI section 12 relining project.	On the day of the complaint, the contractor exhausted pipeline air from the manhole using a small fan. The air must have entered and recirculated through the complainant's building ventilation system. The fan was redirected so the exhaust was not pointed directly at the office building.
Wilburton Siphon Scrubber at Medina Discharge	10/05/05	Odor complaint from Car Dealership employee parking area located just north of the odor control unit. (same business as 3/25/05 complaint)	The carbon was last changed on 9/14. No sulfide was detected from the scrubber exhaust but could sense a slight "sweet organic" odor. Suspect that complainant is sensing the "organic-like" odor that is produced when the foul air is treated through caustic-impregnated carbon. The Odor/Corrosion Task Force concluded that a mobile odor unit should be placed after the existing scrubber to act as a polishing unit.
Wilburton Siphon Scrubber at Medina Discharge	10/07/05	Odor complaint from Car Dealership employee parking area located just north of the odor control unit. (same business as 3/25/05 complaint)	Same as complaint on 10/05. The carbon was last changed on 9/14. No sulfide was detected from the scrubber exhaust but could sense a slight "sweet organic" odor. Suspect that complainant is sensing the "organic-like" odor that is produced when the foul air is treated through caustic-impregnated carbon. The Odor/Corrosion Task Force concluded that a mobile odor unit should be placed after the existing scrubber to act as a polishing unit. Also a slight chance that the odors were emanating from the ESI Section 12 relining project.

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North Creek Force Main Discharge	12/07/05	General odor complaint from nearby business.	Odors sensed by landscaping business personnel adjacent to structure. Investigation by operator did not detect sewer odors, only "carbon" odors (created when foul air is treated through caustic-impregnated carbon.) The north scrubber carbon was changed the previous week and caustic shock dosing at North Creek Pump Station has been occurring weekly. Instructed operator to place the scrubbers in series operation and asked complainant that if odors persist the next day to call the South Plant and the other scrubber's carbon will be changed.